

T-01051B - 11-0378



0000136309

ORIGINAL

ARIZONA CORPORATION COMM.....

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Arizona Corporation Commission

Opinion No. 2012 - 103520

DOCKETED
Date: 5/1/2012

Complaint Description: 04Z Service - Other
 N/A Not Applicable

MAY 03 2012

First:

Last:

DOCKETED BY *LM*

Complaint By: **David C.**

Moore III

Account Name: David C. Moore III

Home: (602) 589-0922

Street: 2934 W. MacKenzie Drive

Work: (602) 448-1438

City: Phoenix

CBR: dmoore119@cox.net

State: AZ Zip: 85017

is: E-Mail

Utility Company: **CenturyLink**

Division: Telephone

Contact Name: For assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION EXPRESSED FOR DOCKET T-01051B-11-0378*****

As a consumer, I have noticed continal increases in the price of Caller ID service which I would expect to decrease. Is this (tiny, but perhaps telling) factor being considered at all?

How about the situation I encountered some time back where phone co. charged \$xx to have long distance access or \$xx NOT to have long distance??

I have noticed the addition to or switch from Land Line to alternatives, cell & internet phone, but there is an aples & kumquats factor. Bundling often involves buying something not wanted!

Wired phone is more secure, much less reliant on other servies (electricity) to operate, and does not require extensive (expensive) user provided & operated equipment (computer & modem etc.) & constant live connection, particularly in case of cable/internet phone service.

Alternatives are also somewhat limited or unavailable (as noddod to) in some rural etc. areas, some assurance of no deavergeing should be included.

How do I email this?? (& where to) like the card in my phone bill seems to indicate can be done--
end space

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED
2012 MAY - 3 P 12: 06
CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

5/1/2012--opinion entered into database and will be docketed in 11/0378. Will email customer that his opinion has been received and docketed.

End of Comments

Date Completed: 5/1/2012

Opinion No. 2012 - 103520
